

Medicaid Expansion Update

Timeframe for data pull: **November 1-30, 2013. Website and Call Center Data – Medicaid**

	Nov. 1-30	Oct. 1 – Nov. 30
PEAK website hits (average	3,553	N/A
daily)*		
PEAK new accounts created	20,632	44,549
Call center volume for	6,354	13,829
applications		
Average wait time for	4 minutes, 51 seconds	N/A
applications		
Average time to complete an	32-41 minutes	N/A
application on the phone through		
the call center		

^{*}PEAK metrics include both Colorado.gov/PEAK and referrals from Connect for Health Colorado's website to Medicaid. It is approximately a 40/60 percent split between applications through Colorado.gov/PEAK and referrals from the marketplace.

Applications

	Nov. 1-30	Oct. 1 – Nov. 30
Total New Applications for Medicaid/CHP+**	39,206	79,692

^{**}These are new applications for Medicaid or Child Health Plan *Plus* and do not include redeterminations. An application can include multiple individuals. Of these new applications about 63% were received electronically through PEAK.

Medicaid Expansion

	Nov. 1-30	Oct. 1 – Nov. 30
Medicaid Expansion (individuals)***	30,122	55,057
Medicaid Expansion: Adults without Dependent Children Waitlist (individuals who applied prior to October 1)***		9,233
Totals	30,122	64,290

^{***} Colorado Medicaid does not have the enhanced federal matching funds to start coverage for the newly eligible population prior to January 1. Colorado has a waitlist for the Adults without Dependent Children program. Individuals on the waitlist make less than 10% of the poverty line (or less than about \$95/month) and will be automatically enrolled under the expansion with a coverage start date of January 1, 2014.

For more information visit Colorado.gov/hcpf.